Subscription Services Agreement

Dealer Info

Dealer Name: {Dealer\_Name}

Address: {Dealer\_Address}

Phone: {Dealer\_Phone}

Logo: [Dealer\_Logo\_Image]

Customer Info

Customer Name: {Customer\_Name}

Address: {Customer\_Address}

Contact: {Customer\_Contact}

Effective Date: {Contract\_Effective\_Date}

Term: 12 months, automatically renewing monthly until terminated with notice.

1. Services Included

The following SaaS services will be provided under this Agreement:

1. Device Connectivity & Analytics (DCA) (included)

{#includeDCA}

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The customer agrees to maintain continuous device connectivity as required by the DCA platform. Provides real-time monitoring of device status, usage, and diagnostics.

{/includeDCA}

b) Just-in-Time Replenishment (JIT‑R) (if selected)

Automates ink/toner shipment consolidation and oversees waste cartridge collection.

c) Subscription Management (included)

Enables automatic billing, renewal alerts, and usage reporting.

d) QR-Code Integration (if selected)

Adds scannable codes on devices/cartridges for simplified asset tracking and reordering.

2. Extended Service Warranty (ESW)

(only included if elected)

Coverage details: hardware repair/replacement, response times, exclusions.

Terms will reference the SLA Addendum (see Addendum 3).

3. Monthly Subscription Fee

Total Monthly Fee: {Monthly\_Subscription\_Fee}

Breakdown per service:

DCA: {Fee\_DCA}

JIT‑R: {Fee\_JIT}

Subscription Management: {Fee\_SubMgmt}

QR-Code Integration: {Fee\_QR}

ESW (if applicable): {Fee\_ESW}

4. Billing & Payment

Invoiced monthly in advance, via the Dealer.

Auto-charge to customer’s payment method on file.

Terms for late payment and service suspension included.

5. Term and Termination

Initial Term: 12 months.

Automatic Renewal: Continues month-to-month unless one party gives 30 days’ written notice before renewal.

Termination:

For convenience: 30 days’ notice.

For cause: immediate if payment or SLA obligations are breached.

6. Addenda

Addendum 1: Customer Print Devices

Auto-populated list of covered devices: {List\_of\_Devices}

Includes make, model, asset tag, serial number, location, contracted SKU bias.

Addendum 2: Usage Guardrails & QBR

Quarterly review of device count and print volume based on rolling 90-day data.

Subscription adjusted according to the greater of actual usage or contracted baseline.

Terms for notification and fee changes applied post-QBR.

Addendum 3: Service & Repair SLAs (if ESW)

Service Level Agreements:

Response time: e.g., next-business-day on-site diagnosis.

Repair or replacement timeframe.

Scope exclusions (e.g., abusive damage, third-party parts).

Addendum 4: SKU Bias Terms

SKU Bias selection: {SKU\_Bias\_Option} (N / R / O)

N (New-Compatible preference; lowest cost)

R (Remanufactured preference)

O (OEM preference; highest cost)

Defines how cartridge variants are prioritized and their pricing impacts.

7. General Terms

Confidentiality

Data Ownership & Privacy

Limitation of Liability

Governing Law

Assignment & Integration Clauses

8. Acceptance & Signatures

Dealer Representative:

Name: {Dealer\_SalesRep\_Name}

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Representative:

Name: {Customer\_Rep\_Name}

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDENDUM 1

MONTHLY SUBSCRIPTION

GUARDRAILS

QUARTERLY BUSINESS REVIEW

REVIEW FOR POTENTIAL ADJUSTMENT OF SUBSCRIPTION

ADDENDUM 2

SERVICE & REPAIR

SERVICE LEVEL AGREEMENT

ADDENDUM 3

SUBSCRIPTION SKU BIAS

YOU HAVE SELECTED:

1. OEM BIAS
2. REMANUFACTURED BIAS
3. NEW-BUILD COMPATIBLE BIAS